



How to connect with Montana Relay

Voice Relay

Voice Relay

To place a call through Montana Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.253.4091
- **Voice:** 1.866.253.4090
- **Voice Carry Over (VCO):** 1.877.826.7161
- **Speech-to-Speech:** 1.877.253.4613
- **CapTel®:** To reach a *CapTel* user, dial 1.877.243.2823
- **Spanish:** 1.866.225.1866
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Montana para obtener más información sobre la repetición telefónica en español:

- **CapTel®:** Para ponerse en contacto con un usuario de *CapTel*, marque el 1.866.217.3362 Español
- **Español:** 1.866.225.1866 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

Montana Relay Customer Service
 P.O. Box 285
 Aurora, NE 68818
 Voice or TTY: 1.866.897.8860
 Fax: 1.402.694.5110
 E-mail: mtrelay@hamiltonrelay.com



Connecting you with important people in your life.

Montana Relay is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone.

Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through Montana Relay, your side of the conversation is typed by a Communication Assistant (CA) and “relayed” to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely confidential. It’s a simple and effective method to communicate with friends, family and business people who are important to you. It’s a great way to do business or stay in touch!

Required Equipment There is no special equipment needed to make a voice relay call through Montana Relay. You can use any type of phone anywhere. For further information, contact Montana Relay Customer Service: **1.866.897.8860** Voice or TTY.

- Montana Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

CapTel® is a registered trademark of Ultratec, Inc.

Making a Call

- Dial **7-1-1** or the toll free number for the relay in Montana: **1.866.253.4090**.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the deaf or hard of hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say “Go Ahead” or “GA”^{**} to indicate it is the other person’s turn to respond.
- To end your call, say “GA to SK”^{***} or simply say “Goodbye.”

^{**}“GA” (“Go Ahead”) is a term used in relay calls for turn-taking purposes. “GA” ensures that the relay user and the standard telephone user do not respond at the same time. When you see “GA,” you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say “GA.”

^{***}“SK” means “stop keying; the conversation is over.”

711: Easy, nationwide access to the relay.

711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial **711** anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are deaf, hard of hearing or speech disabled. When you or your staff pick up the phone and hear: “This is Montana Relay,” don’t hang up! Someone important is on the line.

Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you’re calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person (“Tell him I will see him at 2 p.m....”) the CA will type exactly what you say. It is more effective to directly say: “I will see you at 2 p.m....”
- Say “Go Ahead” or “GA” each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the deaf or hard of hearing user a series of questions, ask them one at a time and say “GA,” wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it’s helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA’s sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.
- Some people who are deaf or hard of hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you’ll hear that person’s voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are speech impaired may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech impairments may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Montana Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Voice Relay Calls

For more details on Montana Relay, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact Montana Relay Customer Service: **1.866.897.8860** V/TTY.

Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.



Communication Assistant (CA) facilitates communication for most relay calls by typing the voice caller’s side of the conversation and, in turn, voicing the other party’s side of the conversation.

Relay User uses specialized equipment to type responses and/or read the voice caller’s side of the conversation.